

**CITY OF CARLSBAD
CLASS SPECIFICATION**

JOB TITLE: **LIBRARY CLERK I/II**

DEPARTMENT: **LIBRARY**

BASIC FUNCTION:

Under direct supervision, perform work of routine to moderate difficulty in completing assigned clerical tasks.

DISTINGUISHING CHARACTERISTICS:

Library Clerk I is the entry level clerical position and is used for a wide range of basic front desk, office, data entry, and filing tasks. Library procedures are learned on the job. As incumbents in positions at this level increase their skills, knowledge and abilities through successful on-the-job experience, they may reasonably expect to progress to Library Clerk II after two years of satisfactory performance. The Library Clerk II level is expected to perform independently without the same degree of supervision as the Library Clerk I.

KEY RESPONSIBILITIES:

Use automated systems to manage patron records including checking out and in library materials, collecting fines and fees, and responding to other general inquiries by patrons about their account activity.

Answer patron questions of a directional or general nature on the telephone and in person.

Search shelves for library materials for patrons.

Prepare library materials for public use according to established procedures.

Identify materials in collection that need repair.

Operate a variety of office equipment, such as photocopiers, computer terminals, and telephones.

Sort and distribute mail.

Maintain library in a clean fashion by straightening shelves and areas of public use.

May act as messenger, delivering books and materials between libraries.
Perform other related duties as assigned.

QUALIFICATIONS:

To perform a job in this classification, an individual must be able to perform the essential duties as generally described in the specification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties in a specific job. The requirements listed below are representative of the knowledge, skill and/or ability required.

Knowledge of:

Reading and basic arithmetic.

Operation and care of office machines.

Ability to:

Demonstrate excellent customer service.

Learn to perform a variety of library clerical tasks, and use automated systems.

Learn Library layout, policies and procedures.

Accurately enter data into computer systems.

Handle cash and make accurate change.

Communicate clearly and concisely, orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Follow written and oral instructions.

Apply judgment in interpreting and applying procedures and precedent to specific cases.

Possession of a valid California drivers' license may be preferred for specific assignments.

EXPERIENCE AND EDUCATION:

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would qualify.

Library Clerk I

For the Library Clerk I, a typical way to acquire the skills and abilities would include one year of general clerical experience and/or graduation from high school.

Library Clerk II

For the Library Clerk II, a typical way to acquire the skills and abilities would include three years clerical experience, one year of which may be required to be in the related area.

PHYSICAL/MENTAL DEMANDS AND ENVIRONMENTAL SETTING:

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. An employee is frequently required to walk and stand. Specific vision abilities required by this job include close vision and the ability to adjust focus to read and operate office and computer equipment as necessary during the course of the work assignments.

While performing the duties, employees of this class are regularly required to use written and oral communication skills; observe and interpret people and situations; learn and apply new information or skills; and interact with staff and others encountered in the course of work.

Incumbents may occasionally need to travel to various city locations or to off-site locations as necessary and as the assignment demands.

DATE APPROVED: 4/2001